

Work-Related Injury Procedures

The City of Saint Paul contracts with a managed care provider, HealthPartners, for determining medical appropriateness of treatment for work-related injuries. **However, the City's Risk Management Department will determine if your Workers' Compensation claim will be approved.** As participants in the HealthPartners Workers' Compensation Managed Care Plan, employees and supervisors are to use the following steps in the event of a work-related injury:

Employees:

- ✓ **Call 911** immediately if the injury is life threatening. **For emergency situations**, seek medical care from any available emergency provider.
- ✓ For **non-emergency situations**, call **HealthPartners CareLine at 952-883-5484** (Metro) or 1-888-544-5484 (toll free). CareLine is HealthPartners' 24-hour, seven-day-a-week nurse triage line; you will speak to a nurse who will assess your injury and help coordinate a medical appointment for you within 24 hours.
- ✓ Report the injury to your supervisor immediately. You should obtain an Employee Guide and a Managed Care Identification Card from your supervisor. Bring your HealthPartners Managed Care ID card with you when seeking medical attention.
- ✓ Complete an Employee's Safety Report **within 24 hours** of the injury and submit it to your supervisor. This report must be completed for **all** injuries, even if no medical attention was necessary and/or there was no time lost from work.
- ✓ If medical attention is necessary, you must receive that care from a HealthPartners provider, preferably:
HealthPartners Saint Paul Clinic
205 South Wabasha Street
Saint Paul, Minnesota 55107
651-293-8104
Monday - Friday 8:00 a.m. - 5:00 p.m.
- ✓ If you choose not to use the HealthPartners Saint Paul Clinic, a complete list of all HealthPartners providers is available by calling HealthPartners at 952-883-5396. You may see your own doctor instead of a HealthPartners provider **only** if you have seen that doctor twice within the past two years.
- ✓ **Important:** You must seek medical support on your **first** day of lost time from work. Urgent situations may be seen on a "walk-in" basis at the above provider. Failure to obtain medical support for any period of lost time from work could result in the lost time being denied or payment being delayed.
- ✓ Upon arrival at the clinic, show your HealthPartners Managed Care ID card to clinic personnel and inform them that you are a participant in HealthPartners Managed Care. **This is for work-related injuries only.** After each clinic visit, you must obtain a Work Ability form. Return this form to your supervisor immediately.
- ✓ As the City of Saint Paul is a Managed Care employer, remind the doctor that all tests and procedures (e.g., hospital admission, surgery, MRIs, etc.) must be pre-approved by HealthPartners, or they might not be paid. **Important:** Tell the provider or pharmacy that **all** bills for work-related injuries **must** be sent to the HealthPartners, Work Comp Claims, PO Box 1277, Minneapolis, MN 55440-1277.
- ✓ **Please note:** If your injury occurs during an evening shift or on the weekend, the following clinics have extended office hours:

HealthPartners Saint Paul Urgent Care 205 South Wabasha Street Saint Paul 651-293-8104 Mon-Fri 5:00-9:30 p.m.; Sat/Sun 10:00 a.m.-9:30 p.m.	Regions Hospital Emergency Room 640 Jackson Street; Saint Paul 651-221-3456 24 hours a day/7 days a week
---	---

- ✓ If follow-up care is necessary after the initial evaluation, you have three options: 1) Continue to treat with the initial evaluating HealthPartners provider; 2) Treat with any other provider in the HealthPartners Workers' Compensation network; or 3) Document an established relationship with a provider outside the HealthPartners Workers' Compensation network. When you choose the last option, you must call the HealthPartners Case Manager at 952-883-5396.
- ✓ The law allows an employee to change providers during treatment. Changing from the initial evaluating provider is not considered a change of provider. To change, the employee must select a provider from within the HealthPartners Workers' Compensation network (unless you have documented an established relationship). Prior to any change in providers being made, the City's Risk Management Department must be notified and the HealthPartners Case Manager must be notified.
- ✓ Contact the City's Risk Management Department at 651-266-6500 if you have any questions about work-related injuries, Workers' Compensation, or these procedures.
- ✓ If you have any questions about the HealthPartners Workers' Compensation Managed Care Plan, or treatment for your illness or injury, please contact a HealthPartners Case Manager or the Administrative Office at 952-883-5396.

Supervisors:

- ✓ If an employee is injured on the job, you must do the following **within 24 hours**, even if no medical attention was necessary and/or there was no time lost from work:
 - ✓ Complete a First Report of Injury form and immediately fax it to HealthPartners at 952-883-5210. Send the original to the Risk Management Department, Human Resources, 400 City Hall Annex or fax it to Risk Management at 651-266-8886. The First Report of Injury is to be completed by the supervisor or department liaison, **not** by the injured employee. The only form the employee completes is the Employee's Safety Report.
 - ✓ Complete a Supervisor's Safety Report. Send the white copy to the Risk Management Department, Human Resources, 400 City Hall Annex; give the pink copy to your department director; and retain the yellow copy for your files.
 - ✓ Obtain the Employee's Safety Report from the injured employee. Send the white and canary copies to the Risk Management Department, Human Resources, 400 City Hall Annex; give the pink copy to your department director; and retain the yellow copy for your files.

Please note: You can obtain additional blank report forms from the Risk Management Department by calling 651-266-6500.

- ✓ **Important:** Employees must seek medical support on their **first** day of lost time from work. Urgent situations can be seen on a "walk-in" basis at Regions Occupational Medicine Clinic. Failure to obtain medical support for any period of lost time from work could result in the lost time being denied or payment being delayed.
- ✓ Provide all new employees with information about how to report work-related injuries by giving employees an Employee Notification Letter and an Employee Guide. **This is REQUIRED BY LAW.** Extra Employee Guides are available from the Risk Management Department at 651-266-6500. Train your staff about what to do if an employee is injured; review the process with them.
- ✓ Display the Managed Care Plan posters in an area that can be seen by all of your employees. **This is REQUIRED BY LAW.**
- ✓ At the time of injury, provide the employee with an Employee Guide and a HealthPartners Managed Care ID card, and remind employees to show their ID card to clinic personnel. Tell them they must obtain a Work Ability form from the doctor at each visit. Additional Managed Care ID cards are available from the Risk Management Department at 651-266-6500.

- ✓ For non-emergency work-related injuries requiring medical attention, encourage employees to go to the HealthPartners Saint Paul Clinic for care. If an employee chooses not to go to the HealthPartners Saint Paul Clinic, provide the employee with the HealthPartners Managed Care telephone number, 952-883-5396 for provider information.
- ✓ If the injury occurs during an evening shift or on the weekend, refer employees to the facilities listed on the other side of this sheet.
- ✓ **Important:** Remind employees to inform their medical provider or pharmacy that **all** bills for work-related injuries **must** be submitted to the HealthPartners, Work Comp Claims, PO Box 1277, Minneapolis, MN 55440-1277.
- ✓ Obtain a Work Ability form from the employee after each visit to a doctor and immediately send it to the Risk Management Department, Human Resources, 400 City Hall Annex, or fax it to the Risk Management Department at 651-266-8886.
- ✓ Review the Work Ability form with the employee to ensure that both you and the employee understand any restrictions, treatments, referrals, and follow-up plans. A Case Manager from HealthPartners will track and monitor all work-related injuries. They will work with you and the provider to facilitate the injured worker's prompt and safe return to work. You may be called by a Case Manager to discuss an employee's progress and short or long-term job options. You may contact the Case Manager at any time with questions or concerns about the injured employee's medical status and return-to-work capabilities by calling 952-883-5396.
- ✓ Maintain a positive relationship with the injured employee, establish a safe return-to-work setting, and communicate effectively with all involved parties.
- ✓ Fatal accidents, or accidents where 3 or more employees are hospitalized, must be reported to Minnesota OSHA **within 8 hours** by calling 651-284-5050. If incident occurs outside of business hours, report incident to Federal OSHA at 1-800-321-OSHA.
- ✓ Please contact the City's Risk Management staff, Human Resources at 651-266-6500 if you have any questions about work-related injuries, Workers' Compensation, or these procedures.

Risk Management, Human Resources
March, 2007